

Emergency Medical Transport Billing

Program Information For Older Adults

Fairfax County Fire and Rescue Department
Emergency Medical Transport Billing Program
4100 Chain Bridge Road
Fairfax, Virginia 22030
703-246-2266 or TTY 703-385-4419
www.fairfaxcounty.gov/fire
EMSTransportBilling@fairfaxcounty.gov



Emergency Medical Transport Billing

Program Information for Older Adults

- On April 1, 2005, Fairfax County will implement a program to bill patients' insurance for covered emergency medical transport services.
- Quality of care for our patients will continue with the same level of excellence and concern, whether you have insurance or not.
- No payment will be accepted and no insurance card will be requested during the emergency medical response or transport.
- Everything related to billing will be handled later and separately from the response and transport.
- If you are a Fairfax County resident, we will accept the payment from your insurance coverage as payment in full.

On the 911 Call

- Fairfax County Fire and Rescue emergency medical providers will respond to your call for help.
- Providers will immediately take care of your medical needs.

They will assess your medical condition. They will ask you questions about your medical emergency. They will collect some basic information about you, including your address.



- If you need to call 911 for assistance, but do not need to go to the hospital, there will be no charge. An example would be if you fell and could not get up, but had no other emergency medical needs. We would assist you, but if you did not go to the hospital your insurance would not be billed for service.
- If you need to go to the hospital, we will transport you there with care and competence. We will take you to the emergency room of the hospital and transfer your care to the emergency room staff.



Billing and Insurance

- When you go to the hospital, the hospital admissions staff collects your insurance information for your hospital related services. Fairfax County has entered into a business relationship with area hospitals to gather your insurance information from them. This will prevent you from having to worry about providing your information twice for the same event.
- In some cases, Fairfax County may not be able to obtain your information from a hospital. If we are unable to obtain your insurance information from the hospital, we will send you a letter requesting that you provide us with that information. This is not a bill — it's a request for information.

- You may get other information related to your transport in the mail, for example, a notice that Fairfax County Fire and Rescue Department meets all requirements of the Health Insurance Portability and Accountability Act (HIPAA) that ensures your privacy. This is to meet our legal obligation to advise our patients of their rights under federal law.
- Once we have your insurance information, we will submit the valid claim to the insurance company, including Medicare. Fairfax County Fire and Rescue responders will be approved Medicare providers. If you have a medigap policy as well, we will bill your medigap provider for any balances remaining after the Medicare payment has been received.
- After we receive the insurance payment, Fairfax County residents will have met their total financial obligation for the transport.

- Persons who do not reside in Fairfax County but are transported from within Fairfax County will be billed for any remaining co-payments or deductibles after their insurance payment has been received.
- Persons who are uninsured will be sent a statement that includes a hardship waiver form. We want no one to experience financial hardship because of an emergency medical transport.
- Billing will be provided for Fairfax County by an experienced and expert billing company. Most questions about actual bills will be addressed by the company. In order to ensure that our patients can contact a Fairfax County Fire and Rescue Department member if they have questions or concerns about the billing program, we have designated a staff person to serve as Patient Advocate. You can reach the patient advocate's phone line at 703-246-2266 or by email at EMSTransportBilling@fairfaxcounty.gov.

Call 911 if you are having stroke warning signs

- Sudden numbness or weakness of the face, arm or leg, especially on one side of the body.
- Sudden confusion, trouble speaking or understanding.
- Sudden trouble seeing in one or both eyes.
- Sudden trouble walking, dizziness, loss of balance or coordination.
- Sudden, severe headache with no known cause.

Call 911 if you are having heart attack warning signs

- Chest discomfort – most heart attacks involve discomfort in the center of the chest that lasts for more than a few minutes, or goes away and comes back. The discomfort can feel like uncomfortable pressure, squeezing, fullness, or pain.
- Discomfort in other areas of the upper body – can include pain or discomfort in one or both arms, the back, neck, jaw, or stomach.
- Shortness of breath – often comes with chest discomfort, but it can appear before chest discomfort.
- Other symptoms may include breaking out in a cold sweat, nausea or light-headedness.

Remember

Call 911 immediately when you need help. Stroke and heart attack are life-and-death emergencies – every second counts.

Our first concern is your health and well being. We want to serve you. We want you to call 911 at the first sign of stroke, heart attack and all other medical emergencies.

You should never worry about calling us for help — Night or day — 7 days a week — we are ready to serve.

This document is available in an alternate format upon request. Please direct your request to the Public Information and Life Safety Education Section at 703-246-3801 or TTY 703- 385-4419.

The Fairfax County Fire and Rescue Department offers fire and life safety education programs as a public service to the citizens of Fairfax County.

Presentations are available to senior groups on a variety of topics. For more information, please contact the Public Information and Life Safety Education Section at 703-246-3801, TTY 703-385-4419, or our web site at www.fairfaxcounty.gov/fire.

EMERGENCY DIAL 911

Non-Emergency Assistance
703-691-2131